






# Key Facts Sheet

## Swoop Fibre Fixed Line



Important information about the Swoop Fibre network speed options available with Swoop.

### Speed | How fast?

 <b>50/25 Mbps<sup>1</sup></b>	 <b>100/50 Mbps<sup>1</sup></b>	 <b>250/100 Mbps<sup>1</sup></b>	 <b>1000/500 Mbps<sup>1,2</sup></b>	 <b>2000/2000 Mbps<sup>1,2</sup></b>
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<sup>1</sup> This indicates the theoretical maximum speed (Mbps) of the service during off-peak periods (11pm-7am).






<sup>2</sup> Not available at all premises – only available on infrastructure capable of supporting superfast speeds. Your router may limit the maximum speed you can achieve on WiFi.

If your line cannot provide the speed tier of your plan and this cannot be fixed, you can move to a lower speed plan or exit your plan at no cost.

### Price | How much?

<b>\$79/month</b> Unlimited Data	<b>\$89/month</b> Unlimited Data	<b>\$99/month</b> Unlimited Data	<b>\$149/month</b> Unlimited Data	<b>\$334/month</b> Unlimited Data
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### Use | What can I do with it?

 <b>1 - 4 users</b> at the same time	 <b>1 - 5 users</b> at the same time	 <b>1 - 6+ users</b> at the same time	 <b>1 - 6+ users</b> at the same time	 <b>1 - 6+ users</b> at the same time
<ul style="list-style-type: none"> <li>✓ Emails + browsing</li> <li>✓ VoIP phone</li> <li>✓ Online gaming</li> <li>✓ HD video streaming</li> <li>✓ Large file downloads</li> <li>✗ UHD/4K videos</li> </ul>	<ul style="list-style-type: none"> <li>✓ Emails + browsing</li> <li>✓ VoIP phone</li> <li>✓ Online gaming</li> <li>✓ HD video streaming</li> <li>✓ Large file downloads</li> <li>✓ UHD/4K videos</li> </ul>	<ul style="list-style-type: none"> <li>✓ Emails + browsing</li> <li>✓ VoIP phone</li> <li>✓ Online gaming</li> <li>✓ HD video streaming</li> <li>✓ Large file downloads</li> <li>✓ UHD/4K videos</li> </ul>	<ul style="list-style-type: none"> <li>✓ Emails + browsing</li> <li>✓ VoIP phone</li> <li>✓ Online gaming</li> <li>✓ HD video streaming</li> <li>✓ Large file downloads</li> <li>✓ UHD/4K videos</li> </ul>	<ul style="list-style-type: none"> <li>✓ Emails + browsing</li> <li>✓ VoIP phone</li> <li>✓ Online gaming</li> <li>✓ HD video streaming</li> <li>✓ Large file downloads</li> <li>✓ UHD/4K videos</li> </ul>

### Notes

#### Technical Limitations

- In the event of power failure at your premises, the internet connection will not work. This service does not include a battery backup power supply for supplied equipment or customer equipment. You will be unable to make or receive VoIP calls (including Emergency 000 Services) and back-to-base alarm systems (security or medical) will not function. You should ensure that your mobile phone is charged in case you need to make emergency calls.
- Your speed or performance may be reduced by a range of other factors such as your router, internal house wiring and wifi interference. Talk to us about what may be causing your slow speeds and we can suggest ways to improve the speed or performance.

#### Medical Alarms / Security

Before ordering any Swoop service you will need to determine whether any existing security or medical alarms currently in use are compatible with our service. We recommend that you contact your alarm provider to determine this compatibility as well as what alternative options you may have.

For further information please see the Critical Information Summary at

<https://www.swoop.com.au/legal>

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